

# FINELINE

## FEBRUARY 2009

[www.finance.utah.gov](http://www.finance.utah.gov)

A Utah Department of Administrative Services, Division of Finance monthly communication service

Brandon Payne Photography

## New Division of Finance Interface Request and Approval Form

State of Utah Department of Administrative Services - Finance FINET System Interface Request / Approval					
Department Code	Department Name		Request Date		
Interface Information					
Originating System Name					
Description of Originating System					
Interface Description					
Type of Request					
Interface File Name					
Document Code	Interface Frequency	Expected Document Count	Expected Record Count	Expected Test Date	Expected Production Date
Technical Contact Information					
Name	Email Address	Work Phone	Pager/Cell Phone		
Functional Contact Information					
Name	Email Address	Work Phone	Pager/Cell Phone		

With the implementation of new FINET and changes in processes, there has been more interest in interfacing transactions into FINET instead of manually entering transactions. In response to this interest, the Division of Finance has created a process and form to use when creating or changing a FINET interface. This form must be completed and approved before a new or change to an interface file can be generated and sent to FINET.

This interface request process and form was presented during the January 14 ACT meeting. The form gathers general information such as interface type, frequency, expected record count, and account coding that will be used. The completed and signed form will then be submitted to the Division of Finance for consideration.

Our goal is to streamline our process for evaluating and approving interfaces while at the same time, assist agencies in their effort to use FINET as efficiently as possible. This new process will also help us ensure that appropriate internal controls are maintained. As agencies consider whether to interface transactions or manually input them, consider the following:

1. *Complete the request form early in the process.* If your agency is considering creating or changing an interface, we ask that you *complete the form early in the process*. Depending on the complexity of your interface, the review and approval may take weeks.
2. *Not all interface requests will be approved.* We are looking for efficiency in switching from manual input to generating an interface. We want to ensure that each interface will result in an overall net time savings considering both the impact on an agency and on the Division of Finance. We also want to make certain that there are adequate controls to ensure that the transactions are accurate and approved prior to input into FINET.
3. *FINET is the official accounting system of the state* and must be used by all agencies to ensure proper accounting controls over transactions and compliance with generally accepted accounting principles. Not only does an interface process need approval, but if an agency is creating a new accounting subsystem, that subsystem must also be approved (see Utah Code 63A-3-202(2)).

To obtain an Interface Request and Approval Form (and instructions) please contact either Jerry Gearheart, State Financial Information Systems Manager at 538-1023 or [jgearheart@utah.gov](mailto:jgearheart@utah.gov) or Marcie Handy, Assistant Comptroller at 538-1678 or [mhandy@utah.gov](mailto:mhandy@utah.gov).

New Interface Request  
and Approval Form

Help Desk FAQs

Friday Support

Trainers Using VOIP  
for FINET classes

Trainers Corner



# Help Desk FAQs

*by Ken Roner*

**Q.** The function keys on my computer used to work but now have quit working. What is wrong?

**A.** Your use of F keys can be affected by several things. The most common reason F keys stop working is due to an upgrade from IE 6.0 to IE 7.0. In addition, an incompatibility between FINET and toolbar add-ons can also cause your F keys to stop working.

## **What to do? Upgrade from IE 6.0 to IE 7.0**

If you use FINET, you should check with the FINET Help desk before upgrading Internet Explorer 6.0 to 7.0. If you have already upgraded, have your LAN person return you to IE 6.0 and most of the F key problems will be taken care of.

### **Toolbars**

We have found that additional tool bars can also cause problems for some users. To fix those problems, open an Internet session and go to *Tools/Manage Add-ons*. Once there you will see the '*Add-ons currently loaded in Internet Explorer*'. Scan the list for any tool bars such as Google, Yahoo, or Comcast toolbars. If you see any of those type of items you can select the item and then click disable at the bottom of the window. Repeat this process until you have marked all of the potentially offending items disabled. Then select OK. Now you must close all IE sessions and log back into FINET. If some of the F keys are still not working, search the add-ons list again. You may not have deactivated all of the toolbar add-ons causing problems.

## **FRIDAY ON-CALL SUPPORT FOR FINANCE SYSTEMS**

In an effort to ensure our financial applications are available for those agencies working on Fridays, the Division of Finance will now be utilizing the DTS Help Desk.

If you encounter a situation where FINET, ESS / PAYROLL, or the Data Warehouse is down during business hours and you are receiving messages indicating you can not connect, you are welcome to call the DTS Help

Desk and report the problem. Their number is 538-3440. They will contact Finance's technical on-call personnel and alert them to the problem.

The on-call support is not intended to provide coverage for "functional" or "how to" types of questions. These questions will need to be deferred until Finance's normal business hours (Monday through Thursday, 7:00 AM until 6:00 PM).

## VOIP Successful With FINET Remote Classes



Larry Simpson, Finance Trainer

In January, we started using VOIP (Voice over Internet Protocol) instead of the telephone bridge for the audio portion of our instructor-led classes. Our transition has been a great success, though not without hiccups.

With nine classes behind us, we have determined that VOIP is a viable tool that we will continue to use in the future. We also are pleased to see that using the VOIP protocol saved us several hundred dollars in telephone bridge costs.

From the initial nine classes using VOIP, we learned that:

- *Computer speakers do not work well* - The microphone picks up the speaker sound causing an echo that distorts the sound for all students. Therefore, we will continue to require that all students use headphones with a microphone or earphones and a stand alone microphone. Please make sure all participants have access to the proper equipment.
- *A laptop's internal microphone may not automatically turn itself off without a reboot of the machine, even with a headset* - This can cause a problem if you are in a noisy environment for the training, i.e. sitting near a noisy break room. Please make sure to reboot your machine after setting up the headset/earphone and microphone.
- *It is important for students to access the class early and use the audio wizard to adjust the headphone and microphone volumes* - It can greatly slow the class if we have to wait for students to adjust their volume.

Better yet, access the configuration page anytime, even days before class. We include the link to the configuration page with the confirmation email when you register for a class and in the reminder email sent the day before class. Click on the link in your confirmation email and you can adjust your headphones and microphone volume.

Please note that you only have to adjust the volume the first time you use the computer to attend a class. If you set up your headset using the configuration page and use the same computer for a future class, the volume should be the same. If it needs adjustments afterwards, you can still do the wizard at that time if you desire. If you use a different computer however, you must use the wizard again to make the necessary adjustments.



Brook McElmurry Finance Trainer





**C O R N E R**

**February/ March FINET Classes**

Internal Transactions  
2/11 – 8 am – noon

Requisitions  
2/11 – 1 pm – 4 pm

Cash Receipts  
2/12 – 8 am – noon

Purchase Orders  
2/12 – 1 pm – 5 pm

Fixed Assets  
2/17 – 8 am – noon

Payables  
2/17 – 1 pm – 5 pm

Inventory  
2/18 – 8 am – 5 pm

Budgeting  
2/19 – 8 am – noon

Fixed Assets  
3/10 – 8 am – noon

Budgeting  
3/11 – 8 am – noon

Receivables  
3/12 – 1 pm – 5 pm

Requisitions  
3/17 – 8 am – 11 am

Internal Transactions  
3/17 – 1 pm – 5 pm

Purchase Orders  
3/18 – 8 am – noon

Cash Receipts  
3/18 – 1 pm – 5 pm

Payables  
3/19 – 1 pm – 5 pm

Inventory  
3/24 – 8 am – 5 pm

**FINET Practice  
Sessions begin in  
February!**

**Mondays –  
9 am – 11 am**

**TO REGISTER:**

Link to: <http://www.apps.finance.utah.gov:8090/quest/finet/syllabus/syllabus.htm>. Course descriptions are available from the Finance Home Page at <http://www.finance.utah.gov>. Click on the Training link.